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5 March 1956

John 1-1
Analysis
for

MEMORANDUM FOR CHIEF, LIAISON DIVISION, OCR

FROM: [REDACTED] Defense Branch 25X1A

SUBJECT: Collateral Duties of LD Disseminators

BACKGROUND

1. In connection with its dissemination responsibilities, the Liaison Division has for a number of years been keeping records for its own purposes, which can be broken down in the following categories:

- a. Batch record
- b. Log of material received from [REDACTED]
- c. Record of recurring type and special publications
- d. Record of material responsive to specific requests

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2. While these records are by no means all inclusive, they have played an important part in an information service which is rendered, upon request, to Agency offices, and in the case of CIA material, also to outside agencies. The disseminators' familiarity with the documents they read is also believed to be a factor in the practice of requesting information service of disseminators.

3. The requests in question are made by CIA Offices, and also by outside agencies (in the case of CIA material); they may be of an important urgent nature, or routine; they have come to LD both before and after requester has checked with the Library; usually they are inquiries as to whether or not the Agency has received specific documents; dissemination made of the copies, and an indication that certain reports are needed by a specified time. In fewer instances, the requester is concerned about his inability to procure documents from the Library by certain terms of reference.

COLLATERAL DUTIES

4. It is believed that, for the most part, these information services are a Library function, and it has been the practice of LD disseminators to either suggest that the Library be checked, or inquire as to whether this has been done. Nevertheless, LD has for a long time received an appreciable volume of such requests. Aside from the factors mentioned in Paragraph 2, any number of others may be involved, but the one that has become most apparent to this Division is that during periods of backlogs in any Library processing points, and periods when the Library files are not up to date, requests to LD are the heaviest. It would be difficult to ascertain the percentage of disseminators' time spent on these services, but it is safe to say that each branch averages

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several requests a day and the time required per request ranges from a few minutes to 2 hours or more. The specific duties involved, which have been termed as collateral duties of disseminators, are listed below:

- a. Furnishing advice, as to Library Unit (and its extension) to contact for certain types of information.
- b. Searching for documents required before completion of processing (processing time has been up to a month). Searches are made not only in responsible LD branch, but also in Library processing points (Mail Room, Production Unit, Analysis and Catalog Branch, Distribution Unit).
- c. Answering inquiries in instances where documents or records thereof, are supposedly through the processing stage but reportedly not locatable in the Library. These inquiries come to LD after the Library has been consulted by the requester. The responsible LD Branch consults whatever records it has, may search unfiled material in the Library, or relies on the memories of the disseminators.
- d. Contact source Agency, or Office (for CIA material), in connection with b. and c. above.
 - (1) Searches referred to in b. are usually not made until it has been ascertained by check with source agency, or CIA office, that OCR has received the requested documents. (The time that the documents were received in OCR is often very helpful in determining at which processing point they could most likely be located.)
 - (2) Reference c., as a last resort, LD contacts source agency for additional or loan copies of documents, or obtains information about the documents, as needed.
- e. Answering questions from outside agencies and internal offices regarding enclosure routings of CIA material (CSDB's, CSLT's, OOB's, OOK's). These questions are occasioned by the lag between receipt of report and receipt of enclosure. (Enclosures to be loaned to outside agencies are sent to Library for a loan slip where there has been a time lag of several weeks.)
- f. Furnishing information not readily available from the Library by the requester's terms of reference.

Examples

- (1) Requester experienced difficulty getting a particular monthly report of the Military Assistance Advisory Group

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(MAAG). The receipt of the desired document had been recorded at Defense Branch. The requested document was received with cover report. The Library records provided for easy reference to cover report, and to substance of report through the intellofax system, but not for easy reference to a particular MAAG report.

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- (3) Requester experienced difficulty getting together reports received during a particular period on trips made by U. S. Service Attaches to areas behind the Iron Curtain.

RECOMMENDATIONS WITH RESPECT TO COLLATERAL DUTIES

5. Reference 4a., judging from reports received by LD in connection with its information services, it is believed that CIA offices are not being kept up to date with respect to changes in points of contact for Library services; also that requests to Library are not always serviced in terms of the overall library facilities. Any steps taken to correct these situations would reduce the number of inquiries to LD disseminators in this connection.

6. Reference 4b., it is recommended that a Library point be responsible for the overall search and LD assist in such searches to the extent of checking the material it has on hand at the time.

7. Reference 4c., it is believed the Library should assume complete responsibility for any searching required.

8. Reference 4d., any volume of such actions, where outside agencies are involved, could become embarrassing to CIA, and it is strongly felt that they should be kept to an absolute minimum.

9. Reference 4e., where the enclosure, or a record thereof, is to be located, it is believed the Library should assume complete responsibility, provided due time has been allowed for the document and record to reach the Library. If the dissemination is being questioned, the inquiry should be referred to LD.

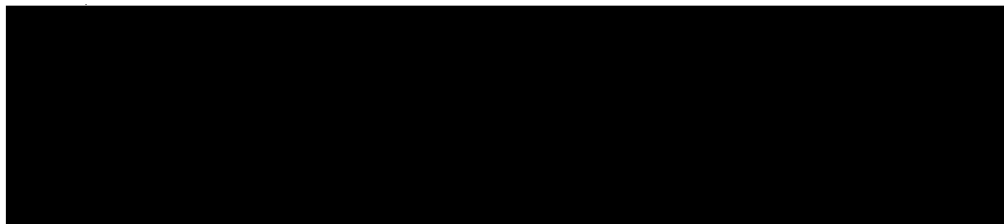
10. Reference 4f., it is believed that adjustments in Library indexing would be more effective and more appropriate than for LD to fill in the gaps as best it can.

INFORMATION SERVICES CONSIDERED PROPER LD FUNCTIONS

11. In addition to the information services described in the foregoing paragraphs, LD disseminators have been performing others which are considered proper LD functions. They are mentioned briefly here as of possible assistance in defining the overlapping responsibilities of LD and Library with respect to such services.

Examples of services considered proper LD functions:

- a. Answering questions about dissemination which arise in consulting the dissemination record.
- b. Obtaining information from Library for outside agencies that use LD as their contact.
- c. Answering questions about intelligence material, that are of a broad or general nature and that could be more readily answered by LD disseminators reading the material than by Library personnel filing it. To illustrate:



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A requester inquires as to the nature and substance of certain categories of reports. Having seen and read the reports many times, the LD disseminators would be able to answer the question from their knowledge of the reports, whereas the Library would most likely have to look at several of the reports to furnish the answer.

CONCLUSION

12. In conclusion, this paper is offered in the spirit of constructive criticism. It is believed that a large proportion of the collateral duties of LD disseminators derive from backlogs in Library operation — specifically in the initial processing of material, and in the filing of the records and the documents. While the complexities of the library operation and the continuous efforts being made to improve it are appreciated, it is believed that the effects of Library backlogs on LD have never been fully recognized. The new batch system should improve the situation to some extent. Meanwhile, a definition of responsibility with respect to the collateral duties of LD disseminators listed in paragraph 4 is believed in the best interests of all concerned.



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